



MEMORANDUM FOR: All NOAA Travel Cardholders

FROM: Kim Darling *Kim Darling*
Director, Finance Office/Comptroller

SUBJECT: Travel Advisory 19-8
Citibank Travel Card Duties & POCs

DATE: July 2, 2019

Effective immediately, the NOAA Travel Office (NTO) will regain several key travel card functions that NMFS and NWS previously managed for their cardholders. The NTO will officially process all of NOAA's travel card applications, as well as all cardholder maintenance, such as temporary credit increases, merchant category lifts, and account updates. The following two Agency Program Coordinators (APCs) will perform the aforementioned duties for all NOAA cardholders.

Chasity.N.Grimm@noaa.gov/ (301)444-2136; and
Rachael.S.wivell@noaa.gov/ (301)444-2136.

All Line/Staff Offices, including NWS and NMFS, will continue to be responsible for their Travel Card Monitors (TCMs) and the duties associated with TCMs, as well as the annual travel card re-certifications.

Citibank Travel Card

By now, all travel cardholders should have the new Citibank travel card. If you are a current travel cardholder and did not receive the new Citibank card, please call Citibank at the following number: 800-790-7206. When you call Citibank, you will need to ignore the prompt asking for your account number. When you do this, a live agent will answer and ask you for your agency PIN. Your agency PIN, is the last 4 digits of your SSN. Once you are verified, you will need to verify the address on file. If it is incorrect, the agent will update it for you and issue you a new card. If you are traveling soon, you can request that the card be express mailed to you.

Employees who require a travel card may apply at the following link:

<https://www.corporateservices.noaa.gov/finance/CITI.html>

Please note the following:

- Employees are required to submit a copy of their GSA travel card training certificate as well as the Statement of Understanding to the NOAA Agency Program Coordinator

(APC) **prior** to applying for the travel card. Failure to submit this documentation may result in the application being rejected;

- The on-line application must be submitted the same day the travel card training certificate and SOU are sent to the NOAA APC; and
- When prompted to select a supervisor, you will need to select Tiffany Gaymon, regardless of what Line/Staff Office you work for.

Travel Card Activation

- Cardholders must:
 - Activate their new Citibank travel card upon receipt of the card and prior to any travel;
 - Establish a PIN once their card is activated. **It is critical that you create a PIN since some vendors are not set up to accept signatures.** This means that if you use a merchant that is only set up to accept a PIN and you have not created a PIN, you will not be able to use your travel card to pay for the expense.
 - Log into CitiManager. Once your card is activated and you have established a PIN, you will be sent login credentials for CitiManager. Please log into CitiManager and make sure the address on file is current. If the address on file is not current, please update your address and any other demographic information that is incorrect.

Please direct any questions regarding this travel advisory to one of the two NOAA APCs below:

Chasity.N.Grimm@noaa.gov/ (301)444-2136; or
Rachael.S.wivell@noaa.gov/ (301)444-2136.